

## Coaching Agreement

My client's agenda is the centre of our Coach – Client relationship and we will jointly work on it. As a coach, I do not have the solutions to achieve your goals, but my aim is to work with you to explore your options and help you identify your most suitable way forward. I will always do my best to help you achieve all you want for yourself but **you are the driver of the results you will get**. Therefore *I* cannot guarantee results, *you* can. **Your progress is your responsibility.**

I will treat you with respect at all times and expect the same treatment from you. Everything we discuss will stay in confidence, and I will not share what we discuss with anyone else. The only instance when I may do so is if I believe that anything that you say puts you or anyone else in danger, and I will discuss my intention with you first.

You agree that the coaching sessions we are holding are for your self-development, and therefore, as a client working with me, you commit, to the best of your ability, to meet the agreed objectives and action plan set out at the end of each session.

### **The sessions**

Coaching sessions will last approximately 1 hour.

Both parties will ensure that the session is not interrupted and that it takes place in the most convenient private environment, without distractions, in order to give full attention to the interaction and make the most out of the session.

**Please note:** After our first coaching session the coach and the client will agree if they want to work with each other and how the relationship will work.

### **Time keeping**

Punctuality is a very important aspect of the relationship, and you can expect from me to be on time. Therefore I expect the same from you. The session will end on time regardless of when it started if the client is late.

### **Frequency of sessions**

This depends on the goal(s) that we are working on, however the expectation is to have 1 session per week, or 1 session every two weeks to ensure progress on your goal(s). This is to be agreed between the coach and the client at the end of the first coaching session.

### **Communication channels**

I am available on the phone at +44 (0) 7857 587971, by e-mail at [na-ha@getitcoaching.com](mailto:na-ha@getitcoaching.com) and through Skype at [hello@getitcoaching.com](https://www.skype.com/join/hello@getitcoaching.com). My work hours are very flexible and I will do my best to respond within 48 hours of your contact.

### **Booking & Payments Policy**

Booking for a next session is usually done at the end of our sessions. However, it remains the client's responsibility to book a session, and to do this within the timescales agreed with the coach. Remember that spaces fill quickly so make sure to book enough in advance to secure the time that is most convenient to you.

Except for the 1<sup>st</sup> coaching session, which is free, payment will be made in full at the time of booking. Please see the Cancellation Policy below to find out about refunds in case of cancellation of the session.

### **Cancellation policy**

**Client cancellation** – If you cancel more than 48 hours before the time of our meeting you are entitled to a full refund or to reschedule your session. If you cancel between 48 and 24 hours before the time of our meeting I will refund you 50% of the price you paid for the session. If you cancel the session less than 24 hours in advance there will not be any refunds and you will lose the session.

**No Show** – No Shows are considered as less than 24 hours notice and therefore you will lose the session.

**Coach Cancellation** – If for any unforeseen reason I need to cancel the session I will always give you as much notice as possible. If for any reason I am not able to give you more than 24 hours notice, you will be able to get a full refund for the session we were not able to have and you will have the opportunity to book an additional session for free.

### **Termination of the coaching relationship**

Either party can request a termination of the agreement if there is a breakdown in the coaching relationship, inadequate commitment to the process or lack of progress being made.